

*ICSEW invites you to attend...*

# **How To Succeed With Difficult People**

*Know any of these characters?*

**Know-it-alls | Bullies | Control Freaks**

**Snipers | Gossipers | Whiners**

**Chronic Complainers | Calamity Jays...**

Learn to successfully deal with these and other types of difficult people and situations.

Take charge with confidence and experience

better relationships, less stress and

more productivity. Be able to communicate

effectively with customers, co-workers, staff

and bosses, even during difficult times.

***Sept. 13, 2006***

**Register Now!**

**Space is Limited!**

**Where:** DSHS

712 Pear St. SE

Olympia, WA

98507-9162

**When:** Sept. 13, 2006

9 AM until 4 PM

**Cost:** Only \$99.00

Payable before  
program to K. Bote  
Inc. Training  
PO Box 1509  
Maple Valley, WA  
98038

**PH:** (425) 432-9345

Incorporated Tax ID # 91-  
1574963

**Who Should Attend:**

Managers, Customer  
Service Providers,  
Co-workers and anyone  
who deals with difficult  
people and conflict  
situations.



**Featuring Kathy Bote'**

Kathy has over 25 years experience  
facilitating, motivating and inspiring  
people to be their best.

She uses liberal doses of humor,  
along with real world experience,  
engaging exercises and stimulating  
discussions to empower people. With  
Kathy, there is never a dull moment!

***Registration is easy with on-line registration!***

Here's the address:

<http://www.icsew.wa.gov/calendar/default.htm>

**Questions? Concerns? No computer access?**

**Contact:** Stacy Brady | Stacyb@iac.wa.gov | (360) 902-3004